Monitoring Approach and Outcomes
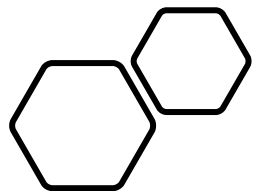
Module 9 of GSETA's Local Governance Policy Training Series

Training Series

Number	Topic
Module 6	Budgeting
Module 7	Monitoring I
Module 8	MOUs and IFAs
Module 9	Monitoring II
Module 10	Budgeting II

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Application Guide

As you go through this training, you will see these icons which indicate a prompt for reflection. You can:

1. Pause the training and do the prompt, OR

2. Complete the training and then go through the guide.

Agenda

Introduction → The Big Picture of Monitoring → Proactive Approach to Monitoring → Monitoring Outcomes → Wrap Up

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Objectives

✓ Describe how monitoring outcomes inform policy practices and strategic planning.

✓ Use a proactive monitoring approach to strengthen relationships with contracted service providers.

✓ Explain monitoring outcomes and the role of the LWDB in establishing follow-up actions.

The Big Picture of Monitoring

Review of 14 Governance Responsibilities

Leading local and regional planning

Analyzing labor market information

Convening, brokering, and leveraging stakeholders

Engaging with employers

Developing career pathways

Identifying proven and promising practices for dual customers

Using technology to maximize accessibility and effectiveness

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Review of 14 Governance Responsibilities

Conducting program oversight

Setting local performance accountability measures

Negotiating with stakeholders on infrastructure costs

Selecting One Stop Operators and Career and Youth Services Providers

Coordinating with education providers

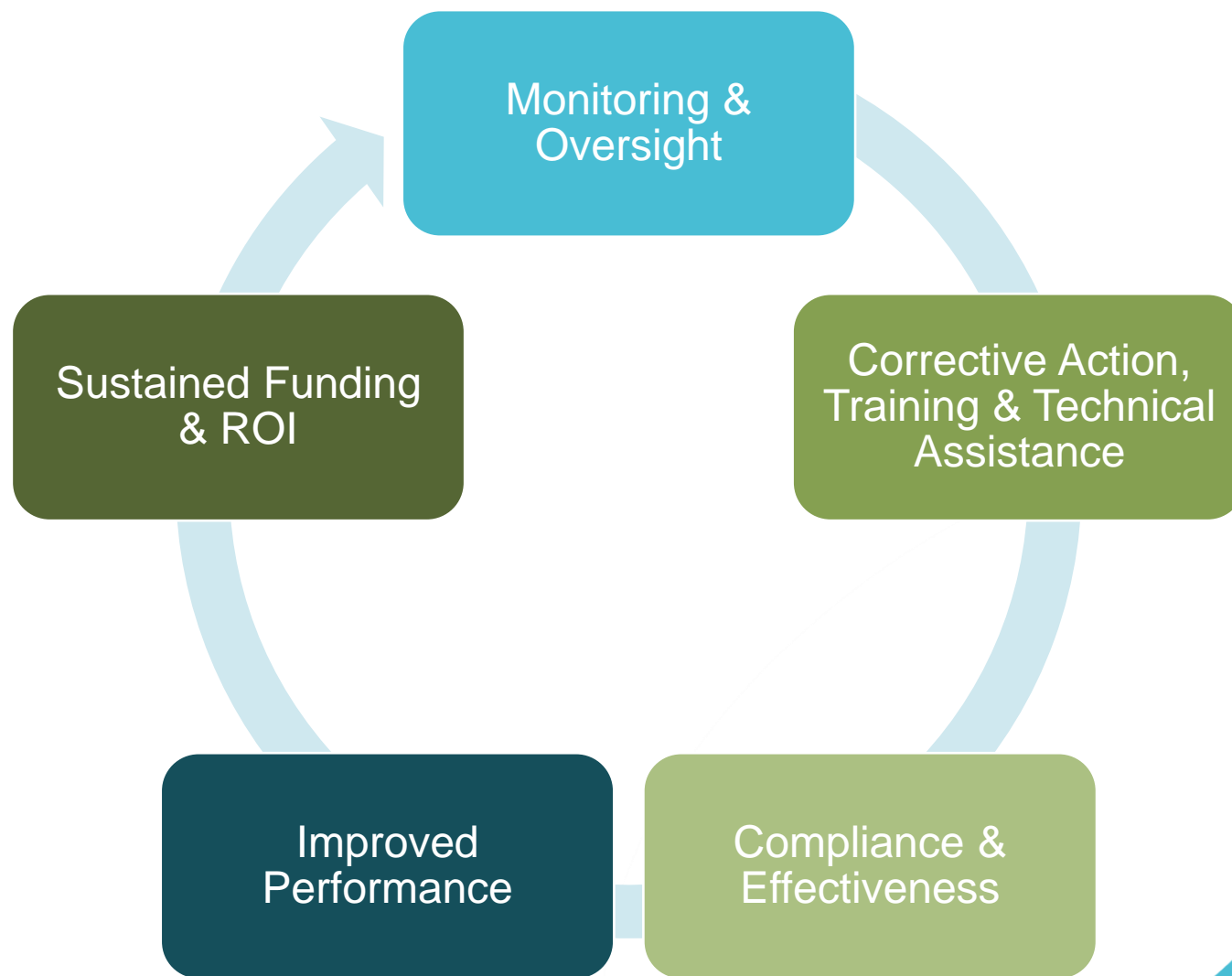Developing and administrating the budget

Evaluating accessibility for individuals with disabilities

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Review of 14 Governance Responsibilities

Conducting program oversight

Identifying proven and promising practices for dual customers

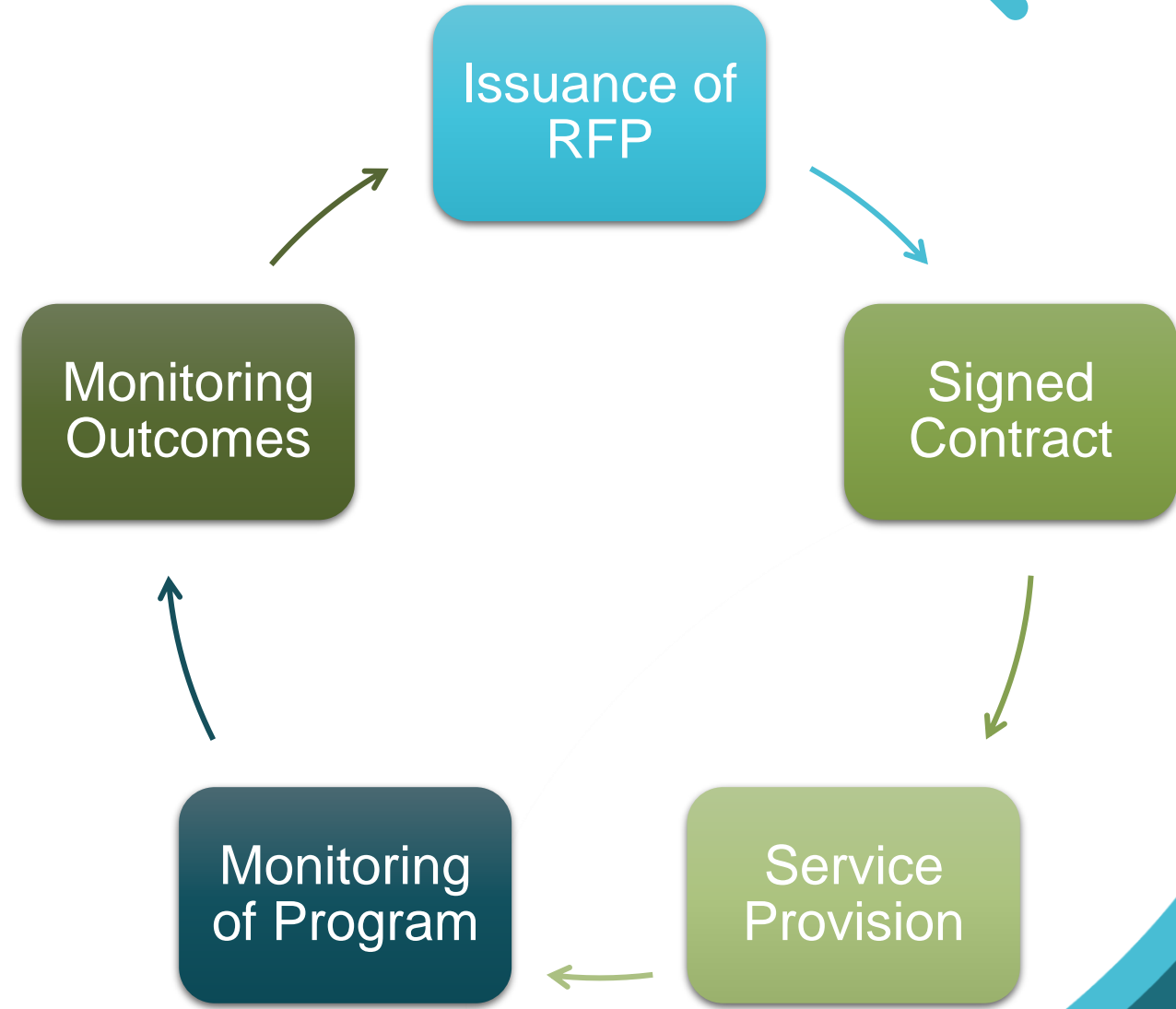# Monitoring as a Continuous Improvement Tool

The Influence of Information

Contracted service providers are monitored against the signed contract.

Monitoring outcomes should inform the issuances of upcoming RFPs.

Issuance of RFP

Signed Contract

Service Provision

Monitoring of Program

Monitoring Outcomes

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Monitoring Relationships

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At this point, for **The Big Picture of Monitoring**, you can:

1. Pause the training and do the prompts, OR

2. Complete the training and then go through all the prompts.

Proactive Approach to Monitoring

Relationship Management

- Act as a partner with service providers
- Collaborate with service providers
- Provide notice of monitoring efforts
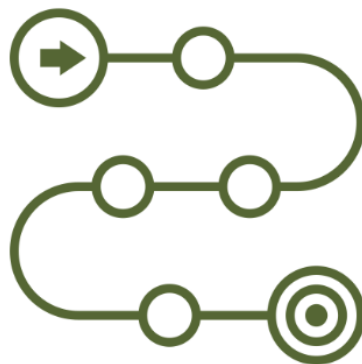- Engage in frequent communication
- Use monitoring as a vehicle to enhance quality of program

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A Proactive Approach to Monitoring

Partnership

Process

Frequency

Transparency

Documentation

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A Proactive Approach to Monitoring: *Partnership*

Benefits:

- Creates a perception of one team.
- Reinforces the idea that quality monitoring & oversight is not intended to be punitive.
- Makes it easier to implement and adopt continuous improvement efforts.

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A Proactive Approach to Monitoring: *Process*

Benefits:

- Helps manage expectations of contracted service providers.
- Facilitates the flow of information.
- Turns monitoring efforts into a bilateral process.

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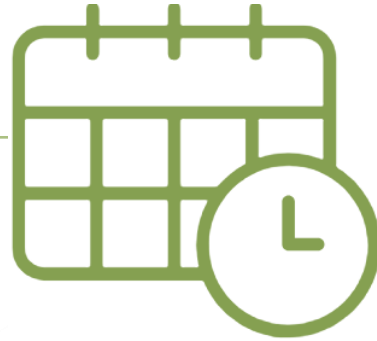and Training Association
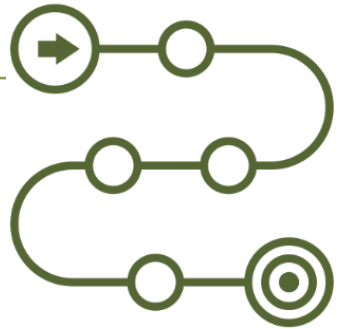
A Proactive Approach to Monitoring: *Frequency*

Benefits:

- Fosters an understanding on progress & performance of programs.
- Promotes an early identification of potential problems or issues.
- Shortens response time to address any concerns.

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A Proactive Approach to Monitoring: *Transparency*

Benefits:

- Better prepares service providers for success.
- Promotes understanding of processes & expectations.
- Clarifies the 'what, who, when, and how' of monitoring efforts.

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A Proactive Approach to Monitoring: *Documentation*

Benefits:

- Helps identify trends in performance & service delivery.

- Fosters a mutual understanding of results & outcomes.

- Creates a paper trail of information, with easy recall to previous monitoring efforts.

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Application Guide

At this point, for **Proactive Approach to Monitoring**, you can:

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Monitoring Outcomes

Monitoring Outcomes

Promising Practice

A strategy, approach, process, or product in one or more key areas of implementation: governance, administration, service design & delivery, etc. that is sufficiently effective and/or innovative to warrant highlighting in the report.

Acceptable Practice

A strategy, approach, process, or product that sufficiently abides by the required rules and regulations.

Area of Concern

Used when there is a potential issue, challenge, or situation identified that does not yet violate one of the sources listed above, but left unchecked, could elevate to a finding or, at a minimum, negatively impact outcomes.

Finding

A violation of a specific compliance requirement contained in law; regulations; national policies; FOA; Uniform Guidance or OMB Circulars; the grant terms and conditions; ETA policy guidance, including Training and Employment Guidance Letters (TEGLs); and/or the grant agreement.

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Next Steps Based on Outcomes

Promising Practice
- The LWDB distributes and shares the process/strategy deemed best practice across service providers and applicable programs.

Acceptable Practice
- No follow-up action is necessary.

Area of Concern
- No required actions, but usually a set of recommended actions to strengthen practice and ensure that potential issues are addressed before they become findings.

Finding
- Corrective action must be taken which includes identifying the action-step needed or the documentation required for the finding to be resolved.

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Key Takeaways

Monitoring outcomes should inform policy practices, strategic planning, and influence the information within an RFP.

A proactive approach to monitoring is created by developing and strengthening the relationship between the LWDB and contracted service providers.

There are four potential monitoring outcomes and each of its own follow-up requirements.

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What's Next?

Use the prompts for reflection in your application guide	Look for one more module on budgeting.

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Policy References

2 CFR 683.400

2 CFR 683.410(a)

NJ WIN WD-PY21-6

2 CFR Part 200

Core Monitoring Guide

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Thank You!